

EXECUTIVE SPECIALIST

General Definition of Work:

Performs difficult skilled administrative support and responsible administrative work performing a variety of complex office assistance and administrative and /or program tasks. Work is performed under general supervision. Supervision may be exercised over subordinate office assistance personnel.

Essential Functions/Typical Tasks:

Maintaining and coordinating office operations for business unit; maintaining complex, detailed and confidential records, files and databases; preparing and editing a variety of complex and/or confidential reports, documents and forms; responding to inquiries or complaints and explaining Department operations, policies and procedures to the general public, other employees, and vendors; maintaining confidentiality.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Receives calls and callers for the department and ascertains nature of business, responds to the caller or directs to appropriate authority for disposition.
- Maintains calendar and schedules appointments. Tracks a variety of department tasks, programs, or projects.
- Manages confidential and time sensitive email under direction of account owner.
- Types, prepares and edits information brochures, fliers, and other materials.
- Transcribes correspondence and composes and edits routine correspondence, forms and documents.
- May prepare personnel status reports for HR processing.
- Undertakes special projects as assigned; assists with the development, preparation and maintenance of departmental budget.
- Develops presentations and/or Power Points as requested.
- Maintains a variety of operational, bookkeeping, budget and program records and accounts including accounts receivable and payable. Purchases supplies and equipment for department. Prepares p-card statements.
- Attends meetings of commissions, boards and committees; compiles and types agendas.
- Prepares minutes of meetings; prepares files and forwards action needs to proper department.
- Processes incoming and outgoing mail.
- Receives, processes and enters a variety of information into computer system.
- Checks and reviews a variety of data for accuracy, completeness and conformance to established standards and procedures.
- Establishes office procedures; sets up and maintains filing systems.
- Performs related tasks as required including EOC or other after hours department needs.

Knowledge, Skills and Abilities:

Thorough knowledge of standard office practices, procedures, equipment, computers, applicable software and secretarial techniques; of business English, spelling and arithmetic; of the organization and functions of the department and of general administrative policies and practices. Skill in organizing and prioritizing work flow and coordinating a volume and variety of activities. Ability to keep office records and to prepare accurate reports from file sources; to perform and organize work independently and utilize judgment and discretion in problem-solving situations; to type accurately at a reasonable rate of speed and transcribe dictation; to prepare effective correspondence on routine matters and to perform routine office management details without referral to supervisor; to communicate effectively orally and in writing; to establish and maintain effective working relationships with associates and the general public; and to attend work regularly.

Education and Experience:

Requires graduation from high school including or supplemented by course work in secretarial science and extensive experience in office assistance work. An equivalent combination of education and experience may be considered.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects, and some light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, and determining the accuracy and

thoroughness of work; the worker is not subject to adverse environmental conditions.

Special Requirements:

May require possession of an appropriate driver's license valid in the state of North Carolina. May require actively commissioned or obtain commission within one year of employment as a North Carolina Notary Public.

HR revised 2-2-15